

102 - Dept of Financial Institutions

A001 Agency Management and Administrative Services

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

Implement Washington Works and an approved performance management system, which clarifies and delineates performance management expectations, roles, accountabilities, and competency requirements, and provides viable training for supervisors and employees.

A002 Chartering, Licensing and Registration

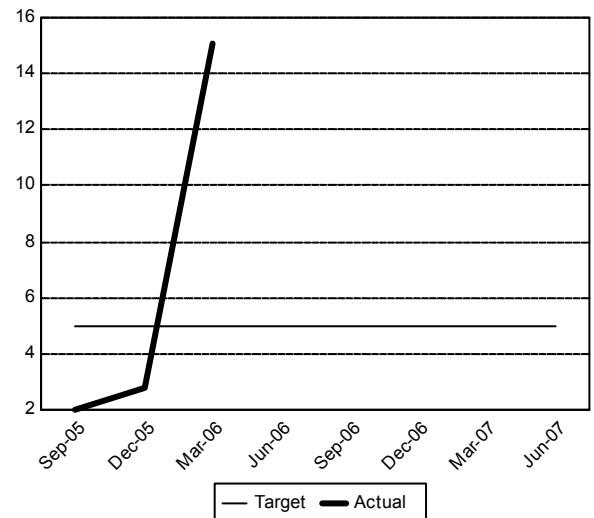
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

Average number of business days to process and issue a license.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	5		
	7th Qtr	5		
	6th Qtr	5		
	5th Qtr	5		
	4th Qtr	5		
	3rd Qtr	5	15.05	10.05
	2nd Qtr	5	2.81	(2.19)
	1st Qtr	5	2	(3)
Respond in a timely manner to licensing and registration applications. 5203.				

Date Measured: 4/26/2006

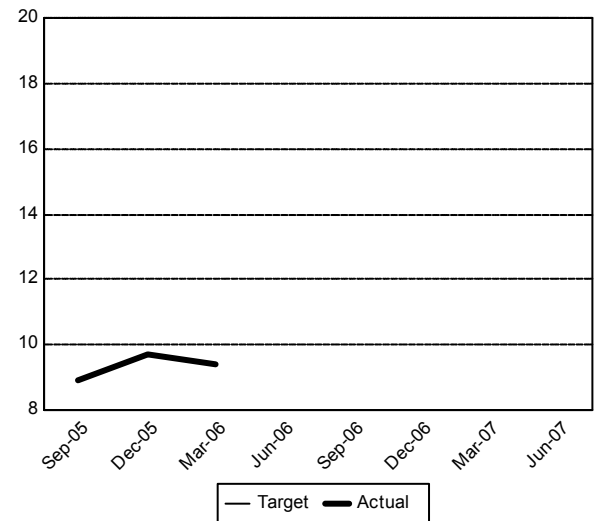


As of 7/31/2006

Activity Version: 2E - Agency recast for 06 supplemental

Turnaround time in calendar days for initial response to securities and franchise registration applicants.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	20		
	7th Qtr	20		
	6th Qtr	20		
	5th Qtr	20		
	4th Qtr	20		
	3rd Qtr	20	9.4	(10.6)
	2nd Qtr	20	9.7	(10.3)
	1st Qtr	20	8.9	(11.1)
Respond in a timely manner to licensing and registration applications.				

Date Measured: 4/26/2006



A003 Education and Public Outreach

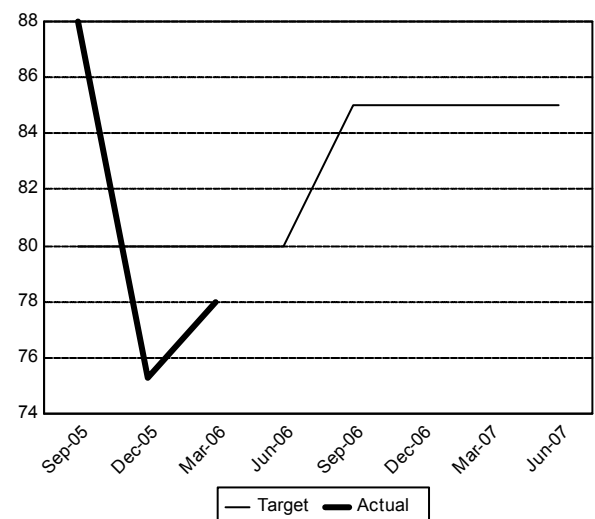
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

Percentage of consumers who rate Department of Financial Institutions outreach program and materials as helpful.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	85%		
	7th Qtr	85%		
	6th Qtr	85%		
	5th Qtr	85%		
	4th Qtr	80%		
	3rd Qtr	80%	78%	(2)%
	2nd Qtr	80%	75.3%	(4.7)%
	1st Qtr	80%	88%	8%
Expand consumer education/outreach and raise awareness of Department of Financial Institutions.				

Date Measured: 5/1/2006



A004 Enforcement

As of 7/31/2006

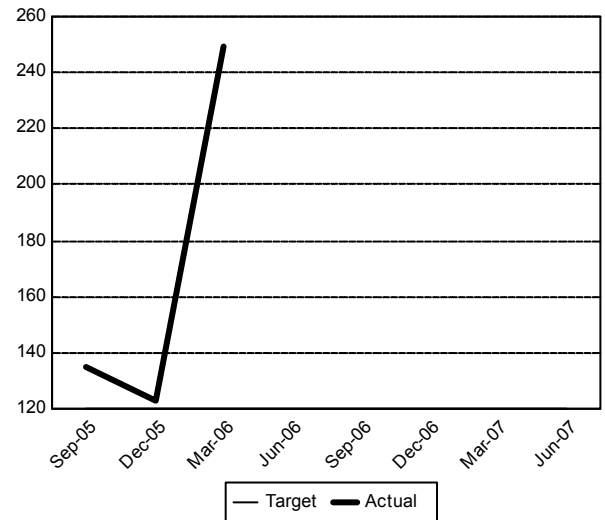
Activity Version: 2E - Agency recast for 06 supplemental

Statewide Result Area: Improve the economic vitality of businesses and individuals**Statewide Strategy: Provide consumer protection****Expected Results**

Average number of business days to assess, investigate, and resolve consumer complaints.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	120		
	7th Qtr	120		
	6th Qtr	120		
	5th Qtr	120		
	4th Qtr	120		
	3rd Qtr	120	249	129
	2nd Qtr	120	123	3
	1st Qtr	120	135	15
Enhance protection for consumers engaging in investments and other financial transactions.				

Date Measured: 4/26/2006

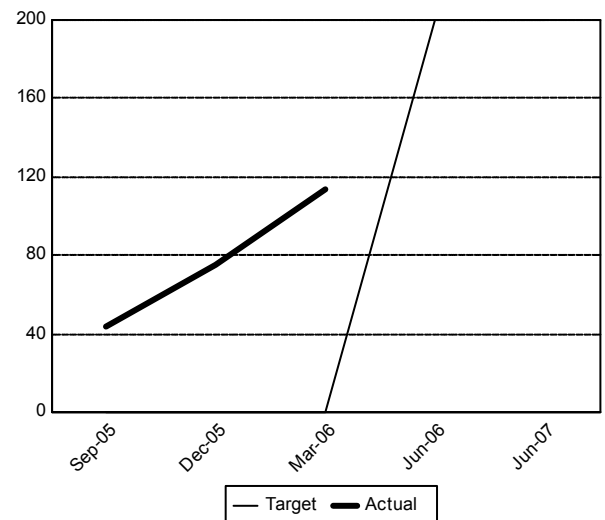
Comment: Business days.



Number of enforcement actions taken per year.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	200		
	4th Qtr	200		
	3rd Qtr	0	114	114
	2nd Qtr	0	75	75
	1st Qtr	0	44	44
Enhance protection for consumers engaging in investments and other financial transactions.				

Date Measured: 4/26/2006

Comment: YTD Securities: 67 Consumer Services: 47

**A005 Examinations**

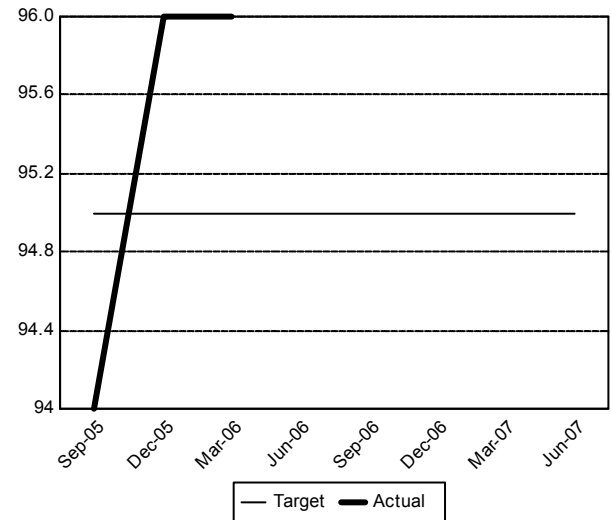
As of 7/31/2006

Activity Version: 2E - Agency recast for 06 supplemental

Statewide Result Area: Improve the economic vitality of businesses and individuals**Statewide Strategy:** Regulate the economy to ensure fairness, security and efficiency**Expected Results**

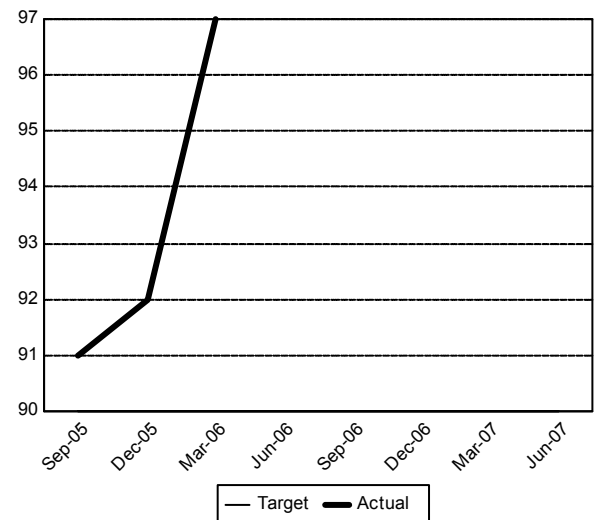
Percentage of banking assets held at institutions with satisfactory ratings.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	95%		
	7th Qtr	95%		
	6th Qtr	95%		
	5th Qtr	95%		
	4th Qtr	95%		
	3rd Qtr	95%	96%	1%
	2nd Qtr	95%	96%	1%
	1st Qtr	95%	94%	(1)%
Return problem institutions to a safe and sound condition.				

Date Measured: 4/26/2006



Percentage of banks with satisfactory examination ratings.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	90%		
	7th Qtr	90%		
	6th Qtr	90%		
	5th Qtr	90%		
	4th Qtr	90%		
	3rd Qtr	90%	97%	7%
	2nd Qtr	90%	92%	2%
	1st Qtr	90%	91%	1%
Return problem institutions to a safe and sound condition.				

Date Measured: 4/26/2006

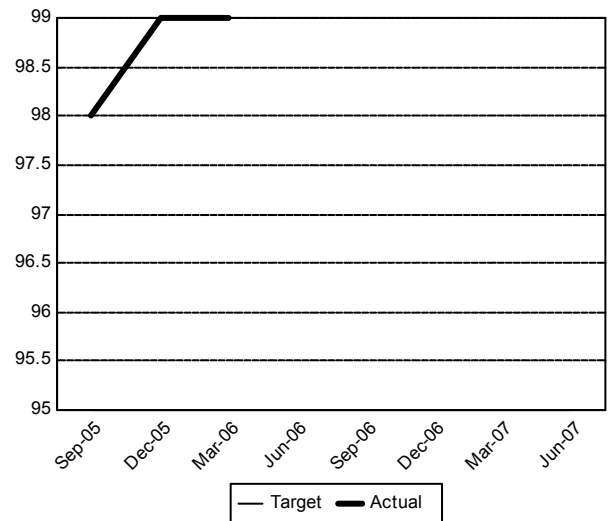


As of 7/31/2006

Activity Version: 2E - Agency recast for 06 supplemental

Percentage of credit union assets held at institutions with satisfactory ratings.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	95%		
	7th Qtr	95%		
	6th Qtr	95%		
	5th Qtr	95%		
	4th Qtr	95%		
	3rd Qtr	95%	99%	4%
	2nd Qtr	95%	99%	4%
	1st Qtr	95%	98%	3%
Return problem institutions to a safe and sound condition.				

Date Measured: 4/26/2006



Percentage of credit unions with satisfactory examination ratings.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	80%		
	7th Qtr	80%		
	6th Qtr	80%		
	5th Qtr	80%		
	4th Qtr	80%		
	3rd Qtr	80%	91%	11%
	2nd Qtr	80%	89%	9%
	1st Qtr	80%	83%	3%
Return problem institutions to a safe and sound condition.				

Date Measured: 4/26/2006

